

Individual Rights

STATE OF HAWAII

PROGRAM TITLE:

INDIVIDUAL RIGHTS

PROGRAM-ID:

PROGRAM STRUCTURE NO: 10

VARIANCE REPORT

REPORT V61

11/24/03

	FISCAL YEAR 2002-03				THREE MONTHS ENDED 9-30-03				NINE MONTHS ENDING 6-30-04			
	BUDGETED	ACTUAL	± CHANGE	%	BUDGETED	ACTUAL	± CHANGE	%	BUDGETED	ESTIMATED	± CHANGE	%
PART I: EXPENDITURES & POSITIONS												
RESEARCH & DEVELOPMENT COSTS												
POSITIONS												
EXPENDITURES												
OPERATING COSTS												
POSITIONS	541.0	436.0	-	105.0	19	536.0	440.0	-	96.0	18	536.0	536.0
EXPENDITURES	52,436	44,984	-	7,452	14	11,201	11,646		445	4	46,227	47,660
											1,433	3
TOTAL COSTS												
POSITIONS	541.0	436.0	-	105.0	19	536.0	440.0	-	96.0	18	536.0	536.0
EXPENDITURES	52,436	44,984	-	7,452	14	11,201	11,646		445	4	46,227	47,660
											1,433	3
					FISCAL YEAR 2002-03				FISCAL YEAR 2003-04			
					PLANNED	ACTUAL	± CHANGE	%	PLANNED	ESTIMATED	± CHANGE	%
PART II: MEASURES OF EFFECTIVENESS												
1. % EXAM WKLD COMPLETED W/IN STATTRY TIME REQRMTS		100				100				100		
2. % OF INSTI EXAM & SUPVSD IN APPROP, TIMELY MANNER		90				83	-	7	8	90		
3. % OF COMPLAINTS RESOLVED WITHIN 90 DAYS		90				91	+	1	1	90		
4. # OF CLIENTS PROVIDED EFFECTIVE REPRESENTATION		41,249				46,229	+	4,980	12	42,074	47,153	+
											5,079	12

VARIANCE REPORT NARRATIVE
FY 03 and FY 04

PROGRAM TITLE: INDIVIDUAL RIGHTS

10

Part I - EXPENDITURES AND POSITIONS

The variance in the Individual Rights Program positions counts is due to vacancies and delays in hiring. Variances in FY 03 actual expenditures are the result of position vacancies and delaying purchases of machinery and equipment.

Part II - MEASURES OF EFFECTIVENESS

See lowest level programs for explanation of variances.

STATE OF HAWAII

PROGRAM TITLE:

PROTECTION OF THE CONSUMER

PROGRAM-ID:

PROGRAM STRUCTURE NO: 1001

VARIANCE REPORT

REPORT V61

11/24/03

	FISCAL YEAR 2002-03				THREE MONTHS ENDED 9-30-03				NINE MONTHS ENDING 6-30-04			
	BUDGETED	ACTUAL	± CHANGE	%	BUDGETED	ACTUAL	± CHANGE	%	BUDGETED	ESTIMATED	± CHANGE	%
PART I: EXPENDITURES & POSITIONS												
RESEARCH & DEVELOPMENT COSTS												
POSITIONS												
EXPENDITURES												
OPERATING COSTS												
POSITIONS	399.0	312.0	-	87.0	22	394.0	314.0	-	80.0	20	394.0	394.0
EXPENDITURES	42,395	34,440	-	7,955	19	8,687	9,150	-	463	5	37,609	39,034
											1,425	4
TOTAL COSTS												
POSITIONS	399.0	312.0	-	87.0	22	394.0	314.0	-	80.0	20	394.0	394.0
EXPENDITURES	42,395	34,440	-	7,955	19	8,687	9,150	-	463	5	37,609	39,034
											1,425	4
					FISCAL YEAR 2002-03				FISCAL YEAR 2003-04			
					PLANNED	ACTUAL	± CHANGE	%	PLANNED	ESTIMATED	± CHANGE	%
PART II: MEASURES OF EFFECTIVENESS												
1. % EXAM WKLD COMPLETD W/IN STATTRY TIME REQ					100	100			100	100		
2. % OF INST EXAM & SUPVSD IN APPROP, TIMELY MANNER					90	83	-	7	8	90	90	
3. % OF COMPLAINTS RESOLVED WITHIN 90 DAYS					90	91	+	1	1	90	90	

Intermediate Level Program
No Narrative
(See Lowest Level Programs for Explanation of Variances)

STATE OF HAWAII

PROGRAM TITLE:

REGULATION OF SERVICES

PROGRAM-ID:

PROGRAM STRUCTURE NO: 100103

VARIANCE REPORT

REPORT V61

11/24/03

	FISCAL YEAR 2002-03				THREE MONTHS ENDED 9-30-03				NINE MONTHS ENDING 6-30-04			
	BUDGETED	ACTUAL	± CHANGE	%	BUDGETED	ACTUAL	± CHANGE	%	BUDGETED	ESTIMATED	± CHANGE	%
PART I: EXPENDITURES & POSITIONS												
RESEARCH & DEVELOPMENT COSTS												
POSITIONS												
EXPENDITURES												
OPERATING COSTS												
POSITIONS	237.0	181.0	-	56.0	24	236.0	179.0	-	57.0	24	236.0	236.0
EXPENDITURES	25,730	21,427	-	4,303	17	5,279	5,554	-	275	5	23,814	24,676
											862	4
TOTAL COSTS												
POSITIONS	237.0	181.0	-	56.0	24	236.0	179.0	-	57.0	24	236.0	236.0
EXPENDITURES	25,730	21,427	-	4,303	17	5,279	5,554	-	275	5	23,814	24,676
											862	4
					FISCAL YEAR 2002-03				FISCAL YEAR 2003-04			
					PLANNED	ACTUAL	± CHANGE	%	PLANNED	ESTIMATED	± CHANGE	%
PART II: MEASURES OF EFFECTIVENESS												
1. % EXAM WKLD COMPLETD W/IN STATTRY TIME REQ					100	100			100	100		
2. % OF INST EXAM & SUPVSD IN APPROP, TIMELY MANNER					90	83	-	7	8	90	90	
3. % COMPLAINTS RESOLVED WITHIN 90 DAYS					90	91	+	1	1	90	90	

**Intermediate Level Program
No Narrative
(See Lowest Level Programs for Explanation of Variances)**

STATE OF HAWAII

PROGRAM TITLE:

CABLE TELEVISION

PROGRAM-ID:

CCA - 102

PROGRAM STRUCTURE NO: 10010301

VARIANCE REPORT

REPORT V61

11/24/03

	FISCAL YEAR 2002-03				THREE MONTHS ENDED 9-30-03				NINE MONTHS ENDING 6-30-04				
	BUDGETED	ACTUAL	± CHANGE	%	BUDGETED	ACTUAL	± CHANGE	%	BUDGETED	ESTIMATED	± CHANGE	%	
PART I: EXPENDITURES & POSITIONS													
RESEARCH & DEVELOPMENT COSTS													
POSITIONS													
EXPENDITURES													
OPERATING COSTS													
POSITIONS	4.0	3.0	-	1.0	25	4.0	3.0	-	1.0	25	4.0	4.0	
EXPENDITURES	1,281	397	-	884	69	113	132	-	19	17	994	1,047	
											53	5	
TOTAL COSTS													
POSITIONS	4.0	3.0	-	1.0	25	4.0	3.0	-	1.0	25	4.0	4.0	
EXPENDITURES	1,281	397	-	884	69	113	132	-	19	17	994	1,047	
											53	5	
					FISCAL YEAR 2002-03				FISCAL YEAR 2003-04				
					PLANNED	ACTUAL	± CHANGE	%	PLANNED	ESTIMATED	± CHANGE	%	
PART II: MEASURES OF EFFECTIVENESS													
1. # HOMES PASSED BY CATV CABLE AS % TOT HOUSEHOLDS					99	99			99	99			
2. % COMPL BY CABLE COM SYS W/STATE, FED STDS					92	92			92	92			
3. % COMPLNTS & INQ RESOLVD IN APPROP TIMELY MANNER					95	95			95	95			
PART III: PROGRAM TARGET GROUP													
1. DE FACTO POPULATION (THOUSANDS)					1,400	1,250	-	150	11	1,500	1,250	-	250
2. NUMBER OF HOUSEHOLDS IN STATE (THOUSANDS)					413	413				413	413		
3. CABLE COMPANIES					6	1	-	5	83	6	1	-	5
4. CABLE SUBSCRIBERS (THOUSANDS)					360	360				360	360		
PART IV: PROGRAM ACTIVITIES													
1. NO. OF CATV APPLICATIONS REVIEWED BY CATV					2		-	2	100	2		-	2
2. # INSP, INVSTGN, COMPL REVIEWS BEGUN/ENDED BY CATV					12	12				12	12		
3. # RATE FILINGS RECEIVED AND EXAMINED BY CATV					20	7	-	13	65	20	7	-	13
4. # POL & STDS PROCEEDINGS FOR CABLE COM SVCS (CCS)					1	1				1	1		
5. # TESTMNS REL TO CABLE COM TO LEG, CONG, GOVT AGEN					10	10				10	10		
6. # MTGS ON DEV, CONST, USE OF FACIL REL TO CCS					4	4				4	4		
7. NUMBER OF COMPLAINTS AND INQUIRIES RECEIVED					210	210				210	210		
8. NO. OF INET PROJ REQUESTS RECEIVED/PROCESSED					28	28				28	28		
9. NO. OF PEG ACCESS RELATED ACTIVITIES					230	230				230	230		

VARIANCE REPORT NARRATIVE
FY 03 and FY 04

10 01 03 01
CCA-102

PROGRAM TITLE: Cable Television

Part I – EXPENDITURES AND POSITIONS

Position Count: FY03 and FY04 Q1 variance resulted from a position vacancy pending consideration of position redescription. Since the total position count is small, any deviation would exceed the 10% threshold.

Expenditures: FY03 variance resulted primarily from under-expenditures for the Fiber Optic Institutional Network (INET) and personal services provided on a fee basis. The Division does not have sole control over INET expansion and enhancement projects undertaken by the State. Expenditures for personal services provided on a fee basis are contingent on matters before the FCC and applications and rate filings received. FY04 variances resulted primarily from added funding pursuant to Act 179, SLH 2003.

Part II – MEASURES OF EFFECTIVENESS

None.

Part III – PROGRAM TARGET GROUPS

Item 1. In the last population census of 2000, Hawaii's resident population was 1,211,537. The next census is scheduled for 2010; estimates are required for the 2001-2009 interim. Our population estimates for FY03 and FY04 were revised in alignment with DBEDT's resident population estimate at 7/1/02 of 1,245,000.

Item 3. The State has one (1) cable operator – Oceanic Time Warner Cable of Hawaii, which operates six (6) cable systems in Hawaii. Variance is result of semantics.

Part IV – PROGRAM ACTIVITIES

Item 1. There was no new application for a cable franchise. The Division has no control over the applications received.

Item 3. Rate filings consisted of 7 filing by Oceanic Time Warner Cable: six (6) FCC Form 1240's and one (1) FCC Form 1205. The Division has no control over the rate filings required by the FCC.

STATE OF HAWAII

PROGRAM TITLE:

PROGRAM-ID:

PROGRAM STRUCTURE NO: 10010302

VARIANCE REPORT

CONSUMER ADVOCATE FOR COMM, UTIL & TRAN SVC

REPORT V61

11/24/03

	FISCAL YEAR 2002-03				THREE MONTHS ENDED 9-30-03				NINE MONTHS ENDING 6-30-04			
	BUDGETED	ACTUAL	± CHANGE	%	BUDGETED	ACTUAL	± CHANGE	%	BUDGETED	ESTIMATED	± CHANGE	%
PART I: EXPENDITURES & POSITIONS												
RESEARCH & DEVELOPMENT COSTS												
POSITIONS												
EXPENDITURES												
OPERATING COSTS												
POSITIONS	23.0	14.0	-	9.0	39	23.0	15.0	-	8.0	35	23.0	23.0
EXPENDITURES	2,453	1,350	-	1,103	45	277	313	-	36	13	2,169	2,276
											107	5
TOTAL COSTS												
POSITIONS	23.0	14.0	-	9.0	39	23.0	15.0	-	8.0	35	23.0	23.0
EXPENDITURES	2,453	1,350	-	1,103	45	277	313	-	36	13	2,169	2,276
											107	5
					FISCAL YEAR 2002-03				FISCAL YEAR 2003-04			
					PLANNED	ACTUAL	± CHANGE	%	PLANNED	ESTIMATED	± CHANGE	%
PART II: MEASURES OF EFFECTIVENESS												
1. AV % UTIL RATE DEC AGREE W/DIV RECOMMENDATIONS		80	100	+	20	25			80	80		
2. AV% MOT CARR TRANSP RATE DEC AGREE W/DIV RECOMDTNS		100	327	+	227	227			100		-	100
3. AV % WATER CARR RATE DEC AGREE W/DIV RECOMDTNS			100	+	100	***			80		-	80
4. SAV TO CONS DUE TO DCA ROLE IN UTIL RATE INCR-\$000		27,000	3,490	-	23,510	87			27,000	5,000	-	22,000
5. SAV TO CONS DUE TO DCA IN MOT CARR RATE INC-\$000		5,000	2,891	-	2,109	42			5,000		-	5,000
6. SAV TO CONS DUE TO DCA IN WAT CARR RATE INCR-\$000			794	+	794	***			1,300	500	-	800
												62
PART III: PROGRAM TARGET GROUP												
1. DE FACTO POPULATION IN HAWAII (000'S)		1,400	1,250	-	150	11			1,500	1,250	-	250
2. # OF RESIDENTIAL ELECTRICAL METERS (000'S)		388	381	-	7	2			393	390	-	3
3. # OF NON-RESIDENTIAL USERS (000'S)		63	57	-	6	10			64	60	-	4
4. # SUPPLIERS OF ELEC ENERGY TO ELEC PUB UTILS		25	25						26	26		
5. # TELECOM COMMON CAR (FED & ST LIC) OPER IN HI		300	198	-	102	34			300	200	-	100
6. # PIPD GAS, WATR, WAST WATR PUB UTIL REG BY HPUC		36	32	-	4	11			37	35	-	2
7. PROP MOTOR CARRIERS HLDG CERT PUBLIC CONV & NESSTY		350	385	+	35	10			350	350		
8. PASS CARRIERS HLDG CERT PUBLIC CONV & NESSTY		700	530	-	170	24			700	550	-	150
9. # ELECTRIC PUB UTIL REGULATED BY HPUC		4	4						4	4		
												21
PART IV: PROGRAM ACTIVITIES												
1. NO. OF UTILITY GENERAL RATE APPL REVIEWED BY DCA		5	5						5	5		
2. GEN TARIFF CHGS BY CHAP 271 HRS CARR REV BY DCA		100	143	+	43	43			100	100		
3. NO. OF NON-RATE APPL BY UTIL COMP REV BY DCA		210	131	-	79	38			220	150	-	70
4. # INVST FOR QUAL SVC/OPER INTEG PARTIC IN BY DCA		5	4	-	1	20			5	4	-	1
5. # RULE-MKG OR OTHER MAJOR PROCDGS PARTIC IN BY DCA		7	14	+	7	100			7	10	+	3
												43

VARIANCE REPORT NARRATIVE
FY 03 and FY 04

PROGRAM TITLE: Consumer Advocate for Communication, Utilities and Transportation Services

10 01 03 02
CCA-103

Part I – EXPENDITURES AND POSITIONS

Position Count: FY03 and FY04 Q1 variance resulted from position vacancies pending recruitment and filling, recruitment difficulties or hiring restrictions.

Expenditures: FY03 variance primarily resulted from under-expenditures for personnel and personal services provided on a fee basis. Expenditure for personal services provided on a fee basis depend upon the number of applications filed by the utility and transportation companies and the complexity of the generic dockets opened by the Public Utilities Commission. FY04 variances resulted primarily from added funding pursuant to Act 179, SLH 2003.

Part II – MEASURES OF EFFECTIVENESS

Item 1 and 4. There were several utility rate cases involving small water and wastewater companies. Although the dollar impacts were small, considerable staff resources were required. In one case, 2 amended applications were filed and required a hearing before the PUC. The division staff also reviewed and made recommendations on several cases that are still pending resolution by the PUC and the Supreme Court that total about \$1.2 million in savings. In addition, the division staff reviewed and made recommendations on 15 capital improvement project applications totaling over \$26 million that may impact rates in the next rate case.

Item 2 and 5. Estimates were based on historical averages. These items cannot be forecasted with any degree of accuracy since they depend on when the companies file the applications, the issues presented, and when and how the PUC makes its final decision.

Item 3 and 6. There was one application by Young Brothers that was not anticipated. The Division recommended that the application be denied and the PUC agreed with the recommendation.

Part III – PROGRAM TARGET GROUPS

Item 1. In the last population census of 2000, Hawaii's resident population was 1,211,537. The next census is scheduled for 2010; estimates are required for the 2001-2009 interim. Our population estimates for FY03 and FY04 were revised in alignment with DBEDT's resident population estimate at 7/1/02 of 1,245,000.

Item 5 to 8. The slow economy has reduced the growth of businesses. In addition, the PUC has occasionally revoked the licenses of businesses that have not paid their annual fees or not complied with PUC rules and regulations.

Part IV – PROGRAM ACTIVITIES

Item 2. Increase in applications by motor carriers requesting rate increases due to high fuel costs and applications to move to independent status.

Item 3,4 and 6. Estimates were based on historical averages. These items cannot be forecasted with any degree of accuracy since they depend on when the companies file the applications. In addition, since the numbers, in some instances are so small, any deviation would exceed the 10% threshold.

Item 6. As stated in Part II, Item 4, Division staff reviewed several major applications that, although do not affect current rates, may affect ratepayers in the future. For instance, the Division analyzed various requests, which will affect the level of regulation on certain services, and companies that may provide ratepayers with more competitive options. The effects from these efforts are not directly quantifiable presently but with proper safeguards in place, benefits should be passed on to ratepayers. Other examples relate to efforts, both in docketed matters and before the legislature, to determine reasonable alternative sources of energy that can be reasonable implemented.

STATE OF HAWAII

PROGRAM TITLE:

FINANCIAL INSTITUTION SERVICES

PROGRAM-ID:

CCA - 104

PROGRAM STRUCTURE NO: 10010303

VARIANCE REPORT

REPORT V61

11/24/03

	FISCAL YEAR 2002-03				THREE MONTHS ENDED 9-30-03				NINE MONTHS ENDING 6-30-04						
	BUDGETED	ACTUAL	± CHANGE		%	BUDGETED	ACTUAL	± CHANGE		%	BUDGETED	ESTIMATED	± CHANGE		%
PART I: EXPENDITURES & POSITIONS															
RESEARCH & DEVELOPMENT COSTS															
POSITIONS															
EXPENDITURES															
OPERATING COSTS															
POSITIONS															
EXPENDITURES															
TOTAL COSTS															
POSITIONS															
EXPENDITURES															
	29.0	20.0	-	9.0	31	29.0	20.0	-	9.0	31	29.0	29.0			
	2,069	1,534	-	535	26	384	402		18	5	1,748	1,855		107	6
	29.0	20.0	-	9.0	31	29.0	20.0	-	9.0	31	29.0	29.0			
	2,069	1,534	-	535	26	384	402		18	5	1,748	1,855		107	6
</															

VARIANCE REPORT NARRATIVE
FY 03 and FY 04

PROGRAM TITLE: Financial Institution Services

10 01 03 03
CCA-104

Part I – EXPENDITURES AND POSITIONS

Position Count: FY03 variance resulted from position vacancies pending recruitment and filling, recruitment difficulties or hiring restrictions. The Division expects to fill these vacancies in FY04.

Expenditures: FY03 variance resulted primarily from under-expenditures for personnel and integrated computer system that was postponed due to staffing shortages. Spending restrictions contributed to the overall variance. FY04 variances resulted primarily from added funding pursuant to Act 179, SLH 2003.

Part II – MEASURES OF EFFECTIVENESS

Item 4. Due to severe staffing shortages in the Licensing Branch, the Division was unable to process the license renewals in a timely manner.

Item 5. Due to severe staffing shortages in the Licensing Branch, the Division was unable to review the audited financial statements in a timely manner.

Part III – PROGRAM TARGET GROUPS

Item 1. In the last population census of 2000, Hawaii's resident population was 1,211,537. The next census is scheduled for 2010; estimates are required for the 2001-2009 interim. Our population estimates for FY03 and FY04 were revised in alignment with DBEDT's resident population estimate at 7/1/02 of 1,245,000.

Part IV – PROGRAM ACTIVITIES

Item 1. The Division has no control over the number of applications it receives from the industries it regulates.

Item 2. The Division did not examine as many nondepository financial institutions as planned due to vacancies and the assignment of field examiners to assist the licensing Branch and to work on special projects.

Item 4. The Division has no control over the number of written inquiries it receives.

Item 6. The Division has no control over the number of written complaints it receives.

STATE OF HAWAII

PROGRAM TITLE:

PROGRAM-ID:

PROGRAM STRUCTURE NO: 10010304

VARIANCE REPORT

PROFESSIONAL, VOCATIONAL & PERSONAL SVCS

REPORT V61

11/24/03

	FISCAL YEAR 2002-03				THREE MONTHS ENDED 9-30-03				NINE MONTHS ENDING 6-30-04					
	BUDGETED	ACTUAL	± CHANGE	%	BUDGETED	ACTUAL	± CHANGE	%	BUDGETED	ESTIMATED	± CHANGE	%		
PART I: EXPENDITURES & POSITIONS														
RESEARCH & DEVELOPMENT COSTS														
POSITIONS														
EXPENDITURES														
OPERATING COSTS														
POSITIONS	64.0	50.0	-	14.0	22	61.0	51.0	-	10.0	16	61.0	61.0		
EXPENDITURES	5,335	4,800	-	535	10	1,204	1,290	86	7	4,374	4,638	264	6	
TOTAL COSTS														
POSITIONS	64.0	50.0	-	14.0	22	61.0	51.0	-	10.0	16	61.0	61.0		
EXPENDITURES	5,335	4,800	-	535	10	1,204	1,290	86	7	4,374	4,638	264	6	
					FISCAL YEAR 2002-03				FISCAL YEAR 2003-04					
					PLANNED	ACTUAL	± CHANGE	%	PLANNED	ESTIMATED	± CHANGE	%		
PART II: MEASURES OF EFFECTIVENESS														
1. % APPLICANTS LICENSED IN APPROP, TIMELY MANNER					97	93	-	4	4	97	95	-	2	2
2. % LICENSEES RENEWED IN APPROP, TIMELY MANNER					98	93	-	5	5	98	95	-	3	3
3. % PVL-PROPOSED LEGISLATION ENACTED					90	100	+	10	11	90	90			
PART III: PROGRAM TARGET GROUP														
1. DE FACTO POPULATION IN HAWAII (000)					1,400	1,250	-	150	11	1,500	1,250	-	250	17
2. PERS/BUS LIC BY PVL'S REG BDS, COMS & PROG					247,000	249,000	+	2,000	1	247,000	258,000	+	11,000	4
3. PERS/BUS SEEKING LICENSES FROM PVL					8,500	10,542	+	2,042	24	8,500	9,000	+	500	6
4. REG BOARDS, COMMISSIONS, PROG ASSIGNED TO PVL					46	45	-	1	2	46	45	-	1	2
PART IV: PROGRAM ACTIVITIES														
1. NO. OF PROF & VOC APPLICATIONS RECEIVED					11,600	14,505	+	2,905	25	11,700	13,000	+	1,300	11
2. NO. OF EXAMINEES & REEXAMINEES					6,784	9,425	+	2,641	39	6,974	9,500	+	2,526	36
3. NO. OF APPLICANTS LICENSED					8,500	10,542	+	2,042	24	8,550	9,000	+	450	5
4. NO. OF PERMITS ISSUED					1,500	2,404	+	904	60	1,550	1,800	+	250	16
5. NO. OF LICENSES RENEWED					40,000	44,757	+	4,757	12	42,000	43,000	+	1,000	2
6. NO. OF UPDATE TRANSACTIONS FOR LICENSES					160,000	183,226	+	23,226	15	170,000	184,000	+	14,000	8
7. # CONDO REQUESTS, APPLS, REPORTS & EDUC OFFERINGS					66,782	70,291	+	3,509	5	67,682	70,994	+	3,312	5
8. # REAL ESTATE REQUESTS AND EDUC OFFERINGS					70,269	105,240	+	34,971	50	64,555	101,240	+	36,685	57
9. NO. OF SUBDIVISION FILINGS RECEIVED					10	10				10	10			
10. NO. OF EXAMS & EXAM PROC DEV, MODIFIED OR REVIEWED					30	30				30	30			

VARIANCE REPORT NARRATIVE
FY 03 and FY 04

10 01 03 04

CCA-105

PROGRAM TITLE: Professional Vocational and Personal Services

Part I – EXPENDITURES AND POSITIONS

Position Count: FY03 and FY04 Q1 variance resulted from position vacancies pending recruitment and filling, or hiring restrictions.

Expenditures: FY03 variance resulted primarily from under-expenditures for recovery claims and services provided on a fee basis-State. FY04 variances resulted from added funding pursuant to Act 179, SLH 2003.

Part II – MEASURES OF EFFECTIVENESS

Item 3. FY03 variance due to both of the divisions bills passing.

Part III – PROGRAM TARGET GROUPS

Item 1. In the last population census of 2000, Hawaii's resident population was 1,211,537. The next census is scheduled for 2010; estimates are required for the 2001-2009 interim. Our population estimates for FY03 and FY04 were revised in alignment with DBEDT's resident population estimate at 7/1/02 of 1,245,000.

Item 3. FY03 variance is due to (1) economic conditions that engendered increased real estate activity and (2) the nurse's strike. These factors increased the number of license applications for real estate, mortgage broker or solicitor, and nurse licenses.

Part IV – PROGRAM ACTIVITIES

Item 1. Variance is due to (1) economic conditions that engendered increased real estate activity, and (2) the nurse's strike. These factors increased the number of license applications for real estate, mortgage broker or solicitor, and nurse licenses.

Item 2. Variance is due to substantial increase in the number of real estate examinees.

Item 3. Variance is due to (1) economic conditions that engendered increased real estate activity, and (2) the nurse's strike. These factors increased the number of licenses issued for real estate, mortgage broker or solicitor, and nurse.

Item 4. Variance is due to increase in permits issued as a result of the nurse's strike.

Item 5. The increase in new licenses issued is due to economic conditions and the nurse's strike which resulted in more renewals.

Item 6. Variance is due to increase in the number of licensees and renewals as a result of the nurse's strike and economic conditions.

Item 8. Variance is likely due to economic conditions which engendered increased real estate activity resulting in increased contacts regarding real estate issues.

STATE OF HAWAII

PROGRAM TITLE:

PROGRAM-ID:

PROGRAM STRUCTURE NO: 10010305

VARIANCE REPORT

TRANSPORTATION, COMMUNICATIONS, & UTILITIES

REPORT V61

11/24/03

	FISCAL YEAR 2002-03				THREE MONTHS ENDED 9-30-03				NINE MONTHS ENDING 6-30-04			
	BUDGETED	ACTUAL	± CHANGE	%	BUDGETED	ACTUAL	± CHANGE	%	BUDGETED	ESTIMATED	± CHANGE	%
PART I: EXPENDITURES & POSITIONS												
RESEARCH & DEVELOPMENT COSTS												
POSITIONS												
EXPENDITURES												
OPERATING COSTS												
POSITIONS	44.0	28.0	-	16.0	36	43.0	27.0	-	16.0	37	43.0	43.0
EXPENDITURES	5,683	5,369	-	314	6	816	816				6,674	6,674
TOTAL COSTS												
POSITIONS	44.0	28.0	-	16.0	36	43.0	27.0	-	16.0	37	43.0	43.0
EXPENDITURES	5,683	5,369	-	314	6	816	816				6,674	6,674
					FISCAL YEAR 2002-03				FISCAL YEAR 2003-04			
					PLANNED	ACTUAL	± CHANGE	%	PLANNED	ESTIMATED	± CHANGE	%
PART II: MEASURES OF EFFECTIVENESS												
1. % OF RATE CASES COMPLETED WITHIN 10 MONTHS					100	100			100	100		
PART III: PROGRAM TARGET GROUP												
1. ELECTRIC AND GAS COMPANIES					5	5			5	5		
2. PROPERTY CARRIERS					380	385	+	5	1	400	400	
3. PASSENGER CARRIERS					650	530	-	120	18	650	650	
4. WATER COMMON CARRIERS					3	3				3	3	
5. PRIVATE WATER & WASTEWATER UTILITY COMPANIES					31	32	+	1	3	31	31	
6. TELECOMMUNICATION COMPANIES					240	198	-	42	18	250	250	
PART IV: PROGRAM ACTIVITIES												
1. # UTILITY & TRANSPORTATION APPLICATIONS FILED					450	439	-	11	2	500	500	
2. # DECISION AND ORDERS ISSUED					800	836	+	36	5	800	800	
3. # UTIL SYS INTERRUPTIONS OF 1 MIN DURATION					4,500	3,855	-	645	14	4,500	4,500	
4. # INVESTIGATIONS INVOLVG UNLICENSED OPERTNS					175	141	-	34	19	141	141	
5. # INFORMAL COMPLAINTS FILED					850	965	+	115	14	900	900	
6. # REPORTABLE ACCIDENTS INVOLVING UTIL EMPLOYEES					150	125	-	25	17	200	200	

Variance Report Narrative
FY 2003 and FY 2004

10 01 03 05

PROGRAM TITLE: Transportation, Communications, & Utilities

BUF 901

Part I - EXPENDITURES AND POSITIONS

Variance in expenditures and positions during FY 03 was primarily due to vacant positions.

The PUC is working with B&F to fill vacant positions by the fiscal year end and will be also working with eHawaiiGov to possibly provide needed IT services. For the remainder of FY 04, we are anticipating to expend funds as planned.

educational program implementation, motor carriers are less likely to engage in illegal motor carrier activities and are becoming more educated on PUC rules and regulations. For Item 5 the increase may be attributed to an improved complaint tracking system implemented by the PUC and improved public access such as email. For Item 6 the decrease in reportable accidents may be a result of the utilites continued emphasis on safety programs and education.

Part II - MEASURES OF EFFECTIVENESS

No Variances.

Part III - PROGRAM TARGET GROUPS

FY 2003

The decrease in Items 3 and 6 are due to a decline in new applications and companies surrendering their authority to provide motor carrier (passenger) and telecommunications services as a result of the blight on economic conditions.

IV - PROGRAM ACTIVITIES

FY 2003

For item 3 the decrease in utility system interruptions is probably due to less weather related outages. Item 4 has decreased as ongoing enforcement and educational programs, on all major islands, are implemented. With consistent enforcement and

STATE OF HAWAII

PROGRAM TITLE: **INSURANCE REGULATORY SERVICES**PROGRAM-ID: **CCA - 106**PROGRAM STRUCTURE NO: **10010306****VARIANCE REPORT**

REPORT V61

11/24/03

	FISCAL YEAR 2002-03				THREE MONTHS ENDED 9-30-03				NINE MONTHS ENDING 6-30-04						
	BUDGETED	ACTUAL	±	CHANGE	%	BUDGETED	ACTUAL	±	CHANGE	%	BUDGETED	ESTIMATED	±	CHANGE	%
PART I: EXPENDITURES & POSITIONS															
RESEARCH & DEVELOPMENT COSTS															
POSITIONS															
EXPENDITURES															
OPERATING COSTS															
POSITIONS															
EXPENDITURES															
TOTAL COSTS															
POSITIONS															
EXPENDITURES															
	73.0	66.0	-	7.0	10	76.0	63.0	-	13.0	17	76.0	76.0			
	8,909	7,977	-	932	10	2,485	2,601		116	5	7,855	8,186	331	4	
	73.0	66.0	-	7.0	10	76.0	63.0	-	13.0	17	76.0	76.0			
	8,909	7,977	-	932	10	2,485	2,601		116	5	7,855	8,186	331	4	
						FISCAL YEAR 2002-03				FISCAL YEAR 2003-04					
						PLANNED	ACTUAL	±	CHANGE	%	PLANNED	ESTIMATED	±	CHANGE	%
PART II: MEASURES OF EFFECTIVENESS															
1. % OF COMPLAINTS RESOLVED WITHIN 90 DAYS						90	91	+	1	1	90	90			
2. % EXAM WKLD COMPLETED W/IN STAT TIME REQMTS						100	100				100	100			
3. % RATE/POL FILINGS REVIEWED W/IN STAT TIME REQMTS						90	90				90	90			
4. % MV INSURANCE FRAUD CASES INDICTED BY STATE						80	100	+	20	25	80	100	+	20	25
PART III: PROGRAM TARGET GROUP															
1. DE FACTO POPULATION (000)						1,400	1,250	-	150	11	1,500	1,250	-	250	17
2. INSURANCE LICENSES REGULATED BY INSUR DIV						11,250	16,034	+	4,784	43	11,250	17,000	+	5,750	51
3. MOTOR VEHICLES SUBJECT TO INS REGULATIONS(000)						744	778	+	34	5	744	800	+	56	8
PART IV: PROGRAM ACTIVITIES															
1. NO. OF INSURER REPTS ANALYZD FOR HJUP RATE MAKING						7,800	7,300	-	500	6	7,800	7,300	-	500	6
2. NO. OF PREMIUM TAX STATEMENTS FILED						6,100	5,885	-	215	4	6,100	6,120	+	20	
3. NO. OF FRAUD INVESTIGATIONS OPENED						176	106	-	70	40	196	106	-	90	46
4. NO. OF COMPLAINTS						1,500	1,110	-	390	26	1,500	1,600	+	100	7
5. NO OF LICENSE APPL, RENEWALS, & UPDATES PROCESSED						25,750	81,197	+	55,447	215	25,750	102,734	+	76,984	299
6. NO. OF FRAUD CASES FILED						20	26	+	6	30	25	26	+	1	4
7. NO. OF ANNUAL COMPANY FILINGS PROCESSED						7,700	8,313	+	613	8	7,700	3,353	-	4,347	56
8. NO. OF APPL FOR CERT OF AUTH REVIEWED						60	62	+	2	3	60	50	-	10	17
9. NO. OF EXAMS OF DOMESTIC INS & INS-TYPE ENTITIES						41	43	+	2	5	60	60			
10. # INSURER & ISSUER RATE & POLICY FILINGS ANALYZED						7,000	6,973	-	27		7,000	6,260	-	740	11

VARIANCE REPORT NARRATIVE
FY 03 and FY 04

10 01 03 06
CCA-106

PROGRAM TITLE: Insurance Regulatory Services

Part I – EXPENDITURES AND POSITIONS

Position Count: FY03 and FY 04 Q1 variance resulted from position vacancies pending recruitment and filling, or hiring restrictions.

Expenditures: FY03 variance resulted primarily from under-expenditures for personal services provided on a fee basis. This line item is budgeted for contingencies such as insolvencies. FY04 variances resulted from added funding pursuant to Act 179, SLH 2003.

Part II – MEASURES OF EFFECTIVENESS

Item 4. All of the grand jury presentations resulted in true bills. As a result the percentage was 100%. Ref Part IV, 3, for contribution factor.

Part III – PROGRAM TARGET GROUPS

Item 1. In the last population census of 2000, Hawaii's resident population was 1,211,537. The next census is scheduled for 2010; estimates are required for the 2001-2009 interim. Our population estimates for FY03 and FY04 were revised in alignment with DBEDT's resident population estimate at 7/1/02 of 1,245,000.

Item 2. The Division does not have control over the number of individuals and entities seeking licenses. A major factor for the variance was over 5,000 new licenses issued to non-resident producers.

Part IV – PROGRAM ACTIVITIES

Item 3. The fraud branch developed a more stringent screening process in opening investigations. A referral committee was formed to review each referral to determine if an investigation case should be opened, which resulted in the decrease number of actual cases from the planned.

Item 4. The Division does not have control over the number of complaints filed.

Item 5. The variance is due primarily to the method of processing non-resident licensees and the increased number of non-resident licensees. Prior to FY03, each non-resident licensee was only counted once annually for processing. Beginning FY03, if the licensee was authorized to sell 5 lines of insurance, it had to be process 5 times. Also, a statutory change required non-resident licensee to obtain appoints from insurers. Therefore, if a non-resident licensee obtained 5 appoints, it had to be processed 5 times. Using the example above, combining the authorization for line of insurance and appointments, one non-resident licensee processing increase from 1 to 10 times from FY02 to FY03. Also, the number of non-resident licensees increased from 1,878 in FY02 to 7,504 in FY03.

Item 6. This number refers to the number of case indictments obtained in criminal court. The 26 case indictments resulted in the indictment of 31 individuals. Ref Part IV, 3, for contribution factor.

Item 7. A statutory change effective FY04 deleted the requirement for foreign insurers to file their annual statement, certificate of deposits, certificate of compliance, certificate of valuation, and actuarial opinion. As a result, the estimated number is decreased.

Item 8. The number of estimated insurers' applications was decreased for FY04 because the backlog of applications was cleared in FY03.

Item 10. The Division does not have control of the number of rate and policy filings submitted by insurers. However, we are estimating a decline in the number of filings in FY04.

STATE OF HAWAII

PROGRAM TITLE:

ENFORCEMENT OF FAIR BUSINESS PRACTICES

PROGRAM-ID:

PROGRAM STRUCTURE NO: **100104****VARIANCE REPORT**

REPORT V61

11/24/03

	FISCAL YEAR 2002-03				THREE MONTHS ENDED 9-30-03				NINE MONTHS ENDING 6-30-04						
	BUDGETED	ACTUAL	± CHANGE		%	BUDGETED	ACTUAL	± CHANGE		%	BUDGETED	ESTIMATED	± CHANGE		%
PART I: EXPENDITURES & POSITIONS															
RESEARCH & DEVELOPMENT COSTS															
POSITIONS															
EXPENDITURES															
OPERATING COSTS															
POSITIONS															
EXPENDITURES															
TOTAL COSTS															
POSITIONS															
EXPENDITURES															

Intermediate Level Program
No Narrative
(See Lowest Level Programs for Explanation of Variances)

STATE OF HAWAII

PROGRAM TITLE:

PROGRAM-ID:

PROGRAM STRUCTURE NO: 10010401

VARIANCE REPORT

OFFC OF CONSUMER PROT - UNFAIR/DECEP PRAC

REPORT V61

11/24/03

	FISCAL YEAR 2002-03				THREE MONTHS ENDED 9-30-03				NINE MONTHS ENDING 6-30-04			
	BUDGETED	ACTUAL	± CHANGE	%	BUDGETED	ACTUAL	± CHANGE	%	BUDGETED	ESTIMATED	± CHANGE	%
PART I: EXPENDITURES & POSITIONS												
RESEARCH & DEVELOPMENT COSTS												
POSITIONS												
EXPENDITURES												
OPERATING COSTS												
POSITIONS	16.0	12.0	-	4.0	25	16.0	13.0	-	3.0	19	16.0	16.0
EXPENDITURES	1,242	1,104	-	138	11	266	270	-	4	2	1,046	1,060
											14	1
TOTAL COSTS												
POSITIONS	16.0	12.0	-	4.0	25	16.0	13.0	-	3.0	19	16.0	16.0
EXPENDITURES	1,242	1,104	-	138	11	266	270	-	4	2	1,046	1,060
											14	1
					FISCAL YEAR 2002-03				FISCAL YEAR 2003-04			
					PLANNED	ACTUAL	± CHANGE	%	PLANNED	ESTIMATED	± CHANGE	%
PART II: MEASURES OF EFFECTIVENESS												
1. # CONSUMERS DIRECTLY AFFECTED BY OFFICE ACT (000)	30	31	+	1	3	30	30					
2. # BUSINESSES DIRECTLY AFFECTED BY INVESTIGATIONS	1,000	1,160	+	160	16	1,000	1,000					
3. DOLLAR AMOUNT OF FINES ASSESSED (000'S)	3,000	5,800	+	2,800	93	3,000	3,000					
4. # BUSINESSES DIRECTLY AFFECTED BY LEGAL ACTION	100	87	-	13	13	100	100					
5. # DISPUTES HANDLED THRU ALT DISPUTE RESOLUTION	75	75				100	100					
PART III: PROGRAM TARGET GROUP												
1. RESIDENT STATE POPULATION (000)	1,169	1,250	+	81	7	1,169	1,250	+	81	7		
2. VISITORS TO HAWAII (000)	9,371	6,377	-	2,994	32	9,371	6,377	-	2,994	32		
PART IV: PROGRAM ACTIVITIES												
1. # OF CONSUMER COMPLAINTS REC (EXCL LANDLD/TENANT)	2,000	1,669	-	331	17	2,000	2,000					
2. NO. OF COMPLAINTS INITIATED BY OCP	100	38	-	62	62	100	50	-	50	50		
3. NO. OF LANDLORD/TENANT DISPUTES PROCESSED.	13,000	11,624	-	1,376	11	13,000	12,000	-	1,000	8		
4. NO. OF COMPLNTS RESOLVED AT INVESTIGATIVE LEVEL	1,000	650	-	350	35	1,000	750	-	250	25		
5. NO OF LEGAL ACTIONS	24	26	+	2	8	24	24					
6. # INQ RECVD ON BUSINESS COMPLAINT HISTORIES	7,000	6,524	-	476	7	7,000	7,000					
7. # PERSONS REACHED THRU EDUCATIONAL EFFORTS	500	1,500	+	1,000	200	500	1,500	+	1,000	200		
8. # LEG PROP FOR WHICH OCP PROVIDED TESTIMONY	15	15				15	15					

VARIANCE REPORT NARRATIVE
FY 03 and FY 04

10 01 04 01
CCA-110

PROGRAM TITLE: Office of Consumer Protection – Unfair/Deceptive Practices

Part I – EXPENDITURES AND POSITIONS

Position Count: FY03 and FY04 Q1 variance resulted from position vacancies pending recruitment and filling, or hiring restrictions

Expenditures: FY03 variance resulted primarily from under-expenditures for personnel and litigation which is budgeted for contingencies. FY04 variances resulted from added funding pursuant to Act 179, SLH 2003.

Part II – MEASURES OF EFFECTIVENESS

Item 1. Increased exposure and visibility of the office has led to more requests from the public for information and assistance.

Item 3. Reflects the significant increase in the number of cases being processed.

Item 4. Increase dictated by the type of cases that were resolved during the calendar year.

Item 5. Reflects a decrease in the number of multi-defendant cases that were initiated.

Item 6. Reflects the policy of the Landlord/Tenant Unit to encourage alternative dispute resolution.

Part III – PROGRAM TARGET GROUPS

Item 1. In the last population census of 2000, Hawaii's resident population was 1,211,537. The next census is scheduled for 2010; estimates are required in the 2001-2009 interim. Our population estimates for FY03 and FY04 were revised in alignment with DBEDT's resident population estimate at 7/1/02 of 1,245,000.

Item 2. Figures form DBEDT (extrapolated)

Part IV – PROGRAM ACTIVITIES

Item 1. Staff has become increasingly successful in resolving the bulk of consumer problems through telephone or face-to-face discussions with the consumer prior to the filling of a formal written complaint.

Item 2. Reflects broader nature of complaints investigated and prosecuted by OCP.

Item 3. Reflects significant consumer transition from live telephone service to internet service and consumer dial service.

Item 4. Increased coordination with the legal section has diminished the number of cases resolved at the investigative level.

Item 6. Increased number of inquiries made via the internet has diminished the number of telephone inquiries.

Item 8. Expanded efforts in consumer outreach resulted in a significant increase in the number of persons being provided with consumer information.

PROGRAM TITLE:

PROGRAM-ID:

PROGRAM STRUCTURE NO:

VARIANCE REPORT

REPORT Y61

11/24/03

MEASUREMENT STANDARDS

AGR - 812

10010402

	FISCAL YEAR 2002-03				THREE MONTHS ENDED 9-30-03				NINE MONTHS ENDING 6-30-04			
	BUDGETED	ACTUAL	± CHANGE	%	BUDGETED	ACTUAL	± CHANGE	%	BUDGETED	ESTIMATED	± CHANGE	%
PART I: EXPENDITURES & POSITIONS												
RESEARCH & DEVELOPMENT COSTS POSITIONS EXPENDITURES												
OPERATING COSTS POSITIONS EXPENDITURES	17.0 624	15.0 634	- 10	2.0 2	17.0 151	14.0 151	- 3.0	18	17.0 526	17.0 526		
TOTAL COSTS POSITIONS EXPENDITURES	17.0 624	15.0 634	- 10	2.0 2	17.0 151	14.0 151	- 3.0	18	17.0 526	17.0 526		
	FISCAL YEAR 2002-03				FISCAL YEAR 2003-04							
	PLANNED	ACTUAL	± CHANGE	%	PLANNED	ESTIMATED	± CHANGE	%				
PART II: MEASURES OF EFFECTIVENESS												
1. COMPLIANCE RATE FOR COMMERCIAL MEASURING DEVICES	90	90			90	90						
2. PERCENTAGE OF MEASURING DEVICES INSPECTED	75	40	-	35	47	75	40	-	35	47		
3. COMPLIANCE RATE FOR SERVICE AGENCIES	100	100			100	100						
4. COMPLIANCE RATE FOR AUTOMOTIVE FUEL OCTANE RATING	100	100			100	100						
5. PERCENTAGE OF MEASUREMENT STANDARDS CALIBRATED	75	90	+	15	20	90	90					
6. COMPLIANCE RATE FOR PRICING	85	98	+	13	15	85	85					
7. PERCENTAGE OF STORES INSPECTED FOR PRICING	90	25	-	65	72	100	25	-	75	75		
8. COMPLIANCE RATE FOR PACKAGE CONTENT	100	100				100	100					
9. COMPLIANCE RATE FOR PACKAGE LABELING	100	100				100	100					
PART III: PROGRAM TARGET GROUP												
1. BUSINESSES USING WEIGHING DEVICES	2,900	2,255	-	645	22	2,900	2,300	-	600	21		
2. BUSINESSES USING VOLUMETRIC DEVICES	600	433	-	167	28	600	450	-	150	25		
3. BUSINESSES USING LINEAR DEVICES	2,100	426	-	1,674	80	2,100	450	-	1,650	79		
4. SERVICE AGENCIES FOR MEASURING DEVICES	80	60	-	20	25	80	60	-	20	25		
5. STORES USING PRICE SCANNERS	960	1,052	+	92	10	1,000	1,100	+	100	10		
6. WEIGH MASTERS	165	206	+	41	25	165	206	+	41	25		
7. DE FACTO POPULATION OF HAWAII (000)	1,342	1,362	+	20	1	1,349	1,362	+	13	1		
PART IV: PROGRAM ACTIVITIES												
1. # OF MEASURING DEVICES INSPECTED-WEIGHT	4,250	1,667	-	2,583	61	4,250	1,700	-	2,550	60		
2. # OF MEASURING DEVICES INSPECTED-VOLUME	5,700	2,334	-	3,366	59	5,700	2,300	-	3,400	60		
3. # OF MEASURING DEVICES INSPECTED-LINEAR	2,700	1,799	-	901	33	2,700	1,800	-	900	33		
4. # OF REPAIR SERVICES MONITORED FOR QUALITY	500	60	-	440	88	600	60	-	540	90		
5. # OF MEASUREMENT STANDARDS CALIBRATED	1,200	1,663	+	463	39	1,450	1,700	+	250	17		
6. # OF OCTANE TESTS DONE ON AUTOMOTIVE FUEL	144	64	-	80	56	288	64	-	224	78		
7. INSPECT CONSUMER PKGS FOR QUANT. OF CONTENTS (000)	200	12	-	188	94	500	12	-	488	98		
8. # OF CONSUMER PACKAGE LABELS INSPECTED	2,000	484	-	1,516	76	5,000	400	-	4,600	92		
9. # CONSUMER PRODS INSPECTED FOR PRICE VERIFICATN	10,000	9,798	-	202	2	20,000	10,000	-	10,000	50		
10. # OF WEIGHMASTERS & SERVICE AGENCIES LICENSED	245	245				245	245					

VARIANCE REPORT NARRATIVE
FY 03 and FY 04

PROGRAM TITLE: Measurement Standards

10 01 04 02
AGR 812

Part I - EXPENDITURES AND POSITIONS

The variance in positions in FY-03 is due hiring restrictions. The variance in positions in 1st Quarter FY-04 is due to two of the same positions unfilled in FY-03.

Part II - MEASURES OF EFFECTIVENESS

Item 2 - Variance in FY-03 due to vacancies in inspection staff.

Item 5 - Variance in FY-03 due to certification of the State Metrology Laboratory.

Item 6 - Variance in FY-03 due to adjustments in inspection methodology.

Item 7 - Variance in FY-03 vacancies in inspection staff, and increased number of stores identified in target group.

Part III - PROGRAM TARGET GROUP

Item 1,2, & 3 - Variance in FY-03 due to purging list of redundant and inactive businesses.

Item 5 - Variance in FY-03 due to identifying more stores using price scanners.

Item 6 - Variance in FY-03 due to more applications than expected.

Part IV - PROGRAM ACTIVITIES

Item 1,2, &3 - Variance in FY-03 due to vacancies in inspection staff.

Item 4 - Variance in FY-03 due to fewer than expected new devices being placed in service and fewer than expected devices needing repairs by service agencies.

Item 5 - Variance in FY-03 due to certification of the State Metrology laboratory.

Item 6 - Variance in FY-03 due to vacancies in inspection staff. Development of new field-test methodology underway.

Item 7, 8, & 9 - Variance FY-03 due to vacancies in inspection staff.

STATE OF HAWAII

PROGRAM TITLE:

BUSINESS REGISTRATION

PROGRAM-ID:

CCA - 111PROGRAM STRUCTURE NO: **10010403****VARIANCE REPORT**

REPORT V61

11/24/03

	FISCAL YEAR 2002-03				THREE MONTHS ENDED 9-30-03				NINE MONTHS ENDING 6-30-04			
	BUDGETED	ACTUAL	± CHANGE	%	BUDGETED	ACTUAL	± CHANGE	%	BUDGETED	ESTIMATED	± CHANGE	%
PART I: EXPENDITURES & POSITIONS												
RESEARCH & DEVELOPMENT COSTS												
POSITIONS												
EXPENDITURES												
OPERATING COSTS												
POSITIONS	72.0	57.0	-	15.0	21	68.0	57.0	-	11.0	16	68.0	68.0
EXPENDITURES	5,250	4,367	-	883	17	1,077	1,189	-	112	10	4,259	4,594
											335	8
TOTAL COSTS												
POSITIONS	72.0	57.0	-	15.0	21	68.0	57.0	-	11.0	16	68.0	68.0
EXPENDITURES	5,250	4,367	-	883	17	1,077	1,189	-	112	10	4,259	4,594
											335	8
					FISCAL YEAR 2002-03				FISCAL YEAR 2003-04			
					PLANNED	ACTUAL	± CHANGE	%	PLANNED	ESTIMATED	± CHANGE	%
PART II: MEASURES OF EFFECTIVENESS												
1. AV DAYS PROCESS CORP,PART,TRADE NM W/ EXPED HANDLG		NA	1			NA	1			NA	1	
2. AV DAYS PROCESS CORP,PART,TRADE NM W/ REG HANDLG		5	5			5	5			5	5	
3. AV DAYS TO PROCESS APPLICS FOR BROKER/DEALERS		45	45			45	45			45	45	
4. AV DAYS TO PROCESS APPLICS FOR SALESPERSONS		10	10			10	10			10	10	
5. AV DAYS TO PROCESS APPLICS FOR INVESTMT ADVISERS		NA	45			NA	45			NA	45	
6. AV DAYS TO PROCESS APPLICS FOR INV ADV REPS		NA	30			NA	30			NA	30	
7. AVERAGE AGE OF CASES IN INVESTIGATIONS		NA	701			NA	680			NA	680	
8. AVERAGE AGE OF CASES IN LEGAL		NA	481			NA	440			NA	440	
9. AVERAGE AGE OF CASES IN ENFORCEMENT		NA	671			NA	625			NA	625	
PART III: PROGRAM TARGET GROUP												
1. CORP, PART, TRNAMES, TRMKS, SVC MKS ON REC(000)		110,000	85,883	-	24,117	22	110,000	90,000	-	20,000	18	
2. DLRS,SALES,SEC OFF,FRANCH,INV ADV & REPS,CHAR ORGS		61,500	55,862	-	5,638	9	61,500	61,500				
PART IV: PROGRAM ACTIVITIES												
1. DOCS FOR PROC & ANN REPTS, STMTS SENT OUT BY DRB		75,000	74,000	-	1,000	1	75,000	75,000				
2. # SECUR COMPLNCE & CHARIT ORGS APPLS RECEIVED		19,000	19,700	+	700	4	19,000	19,700	+	700	4	
3. # ENFORCE CASES OPENED FOR INVES &/OR PROSECUTION		70	36	-	34	49	70	40	-	30	43	
4. # DISCIPLINARY/ENFORCE-RELATED INQUIRIES RECEIVED		2,800	2,096	-	704	25	2,800	2,000	-	800	29	
5. NO. OF INVESTIGATIONS CLOSED DURING THE FISCAL YR		NA	27				NA	30				
6. NO. ENFORCEMENT CASES CLOSED DURING THE FISCAL YR		NA	15				NA	15				

VARIANCE REPORT NARRATIVE
FY 03 and FY 04

10 01 04 03
CCA-111

PROGRAM TITLE: Business Registration

Part I – EXPENDITURES AND POSITIONS

Position Count: FY03 and FY04 Q1 variance resulted from position vacancies pending position establishment, recruitment and filling, or hiring restrictions.

Expenditures: FY03 variance resulted primarily from under-expenditures for personnel, computer upgrade and consumer education program. FY04 variances resulted from added funding pursuant to Act 179, SLH 2003.

Part II – MEASURES OF EFFECTIVENESS

None.

Part III – PROGRAM TARGET GROUPS

Item 1. Planned target group figures were overestimated.

Item 2. Planned target group figures were overestimated.

Part IV – PROGRAM ACTIVITIES

Item 3. Number of enforcement cases opened was overestimated. In addition, more cases involved a larger group of victims per case. The caseload fluctuates; some years there are fewer cases involving more complainants whereas other years there are more cases involving fewer victims in each case.

Item 4. Lower number of active investors due to the stock market downturn.

STATE OF HAWAII

VARIANCE REPORT

REPORT V61

PROGRAM TITLE:

REGULATED INDUSTRIES COMPLAINTS OFFICE

11/24/03

PROGRAM-ID:

CCA - 112

PROGRAM STRUCTURE NO: 10010404

	FISCAL YEAR 2002-03				THREE MONTHS ENDED 9-30-03				NINE MONTHS ENDING 6-30-04			
	BUDGETED	ACTUAL	± CHANGE	%	BUDGETED	ACTUAL	± CHANGE	%	BUDGETED	ESTIMATED	± CHANGE	%
PART I: EXPENDITURES & POSITIONS												
RESEARCH & DEVELOPMENT COSTS												
POSITIONS												
EXPENDITURES												
OPERATING COSTS												
POSITIONS	17.0	13.0	-	4.0	24	17.0	13.0	-	4.0	24	17.0	17.0
EXPENDITURES	5,350	3,373	-	1,977	37	1,022	1,089	-	67	7	4,372	4,573
											201	5
TOTAL COSTS												
POSITIONS	17.0	13.0	-	4.0	24	17.0	13.0	-	4.0	24	17.0	17.0
EXPENDITURES	5,350	3,373	-	1,977	37	1,022	1,089	-	67	7	4,372	4,573
											201	5
					FISCAL YEAR 2002-03				FISCAL YEAR 2003-04			
					PLANNED	ACTUAL	± CHANGE	%	PLANNED	ESTIMATED	± CHANGE	%
PART II: MEASURES OF EFFECTIVENESS												
1. #CONSUMERS DIRECTLY AFFECTED BY RICO ACTIONS (000)					180	163	-	17	9	180	180	
2. # BUSINESSES DIRECTLY AFFECTED BY INVESTIGATIONS					1,700	2,367	+	667	39	1,700	1,700	
3. DOLLAR AMOUNT OF FINES ASSESSED					1,450,000	453,000	-	997,000	69	1,450,000	750,000	- 700,000
4. # DISPUTES HANDLED THRU ALT DISPUTE RESOLUTION					150	42	-	108	72	150	50	- 100
												67
PART III: PROGRAM TARGET GROUP												
1. DE FACTO POPULATION (THOUSANDS)					1,400	1,250	-	150	11	1,500	1,250	- 250
2. LICENSEES (THOUSANDS)					247	249	+	2	1	247	247	
3. BOARDS & COMMISSIONS ADMIN ASSIGNED TO DCCA					43	45	+	2	5	43	45	+
												2
												5
PART IV: PROGRAM ACTIVITIES												
1. #INQUIRIES RECEIVED BY RICO					25,000	22,000	-	3,000	12	25,000	25,000	
2. #COMPLAINTS RECEIVED					3,000	3,561	+	561	19	3,000	3,000	
3. #LEGAL ACTIONS					480	357	-	123	26	480	480	
4. # COMPLAINT HISTORY INQUIRIES RECEIVED BY RICO					110,000	96,173	-	13,827	13	110,000	100,000	- 10,000
5. # PERSONS REACHED THROUGH EDUCATIONAL EFFORTS					85,000	78,414	-	6,586	8	85,000	85,000	
6. # ASSISTS ON DEPT/NON-RICO MATTERS BY NI OFFICES					11,500	10,500	-	1,000	9	11,500	11,000	- 500
												4

VARIANCE REPORT NARRATIVE
FY 03 and FY 04

PROGRAM TITLE: Regulated Industries Complaints Office

10 01 04 04

CCA-112

Part I – EXPENDITURES AND POSITIONS

Positions: FY03 and FY04 Q1 variance resulted from position vacancies pending recruitment and filling, recruitment difficulties or hiring restrictions.

Expenditures: FY03 variance resulted primarily from under-expenditures for personnel and personal services provided on a fee basis which is budgeted for contingencies. FY04 variance resulted from added funding pursuant to Act 179, SLH 2003.

Part II – MEASURES OF EFFECTIVENESS

Item 2. Correlates with increased number of complaint filings.

Item 3. Reflects effects of multiple staff attorney vacancies.

Item 4. Reflects reduced number of eligible alternative dispute resolution complaints received.

Part III – PROGRAM TARGET GROUPS

Item 1. In the last population census of 2000, Hawaii's resident population was 1,211,537. The next census is scheduled for 2010; estimates are required in the 2001-2009 interim. Our population estimates for FY03 and FY04 were revised in alignment with DBEDT's resident population estimate at 7/1/02 of 1,245,000.

Part IV – PROGRAM ACTIVITIES

Item 1. Reflects impact of Internet enhancements designed to provide complaint and other relevant forms, brochures, and consumer information online.

Item 2. Reflects increased number of complaints.

Item 3. Reflects impact of multiple staff attorney vacancies.

Item 4. Reduction of telephone assistance for complaints history information reflects increased use of the Division's online complaints history database which was significantly enhanced this fiscal year.

STATE OF HAWAII

PROGRAM TITLE:

GENERAL SUPPORT-PROTECTION OF THE CONSUMER

PROGRAM-ID:

CCA - 191

PROGRAM STRUCTURE NO: 100105

VARIANCE REPORT

REPORT V61

11/24/03

	FISCAL YEAR 2002-03				THREE MONTHS ENDED 9-30-03				NINE MONTHS ENDING 6-30-04						
	BUDGETED	ACTUAL	±	CHANGE	%	BUDGETED	ACTUAL	±	CHANGE	%	BUDGETED	ESTIMATED	±	CHANGE	%
PART I: EXPENDITURES & POSITIONS															
RESEARCH & DEVELOPMENT COSTS															
POSITIONS															
EXPENDITURES															
OPERATING COSTS															
POSITIONS															
EXPENDITURES															
TOTAL COSTS															
POSITIONS															
EXPENDITURES															
					FISCAL YEAR 2002-03				FISCAL YEAR 2003-04						
					PLANNED	ACTUAL	±	CHANGE	%	PLANNED	ESTIMATED	±	CHANGE	%	
PART II: MEASURES OF EFFECTIVENESS					90	91	+	1	1	90	90				
1. %ADMIN ACTIONS MEETG EST DEADLINES FOR PROC CASES					35	32	-	3	9	35	35				
2. % CASES RESOLVED BY HRGS OFF W/O FORMAL HEARING					90	95	+	5	6	90	90				
3. % RECOM ORDERS SUSTAINED BY FINAL ADMIN AUTH.					85	87	+	2	2	85	85				
4. % CASES COMPL IN TIME FRAME FOR CONTEST. CASE HRGS					8,000	25	-	7,975	100	8,000	30	-	7,970	100	
5. NUMBER OF CALLS TO CONSUMER DIAL															
PART III: PROGRAM TARGET GROUP					1,400	1,250	-	150	11	1,500	1,250	-	250	17	
1. DE FACTO POPULATION IN HAWAII (000)					306	265	-	41	13	307	275	-	32	10	
2. LICENSEES (THOUSANDS)					10	11	+	1	10	10	11	+	1	10	
3. DCCA DIVISIONS					51	25	-	26	51	51	25	-	26	51	
4. BOARDS & COMMISSIONS ADMIN ASSIGNED TO DCCA					317	272	-	45	14	317	334	+	17	5	
5. DCCA EMPLOYEES															
PART IV: PROGRAM ACTIVITIES					450	423	-	27	6	450	450				
1. #WRITTN NOTICES ISS BY HRGS OFF RE: PROCED EVENTS					300	305	+	5	2	300	300				
2. # PRE-HRG EVENTS BY HRG OFF INVOLVG THE PARTIES					250	239	-	11	4	250	250				
3. # HEARINGS CONDUCTED BY HEARINGS OFFICE					225	247	+	22	10	225	225				
4. # RECOMMENDED & FINAL ORDERS ISS BY HRGS OFF					5	4	-	1	20	5	5				
5. # INFO PRESENTNS TO PUBLIC FOR EDUC GUIDANCE															

VARIANCE REPORT NARRATIVE
FY 03 and FY 04

PROGRAM TITLE: General Support – Protection of the Consumer

10 01 05
CCA-191

Part I – EXPENDITURES AND POSITIONS

Position Count: FY03 and FY04 Q1 variance resulted from position vacancies pending recruitment and filling, or hiring restrictions.

Expenditures: Variances in FY 03 resulted primarily from under-expenditures for personnel. FY04 variances resulted from added funding pursuant to Act 179, SLH 2003.

Part II – MEASURES OF EFFECTIVENESS

Item 5. The Department is unable to explain the variance in full due to employee turnover. The previous data appears to be overstated. Any decrease may be attributed, in part, to the increased number of hits on the Department's website.

Part III – PROGRAM TARGET GROUPS

Item 1. In the last population census of 2000, Hawaii's resident population was 1,211,537. The next census is scheduled for 2010; estimates are required in the interim. Our population estimates for FY03 and FY04 were revised to be more in line with DBEDT's resident population estimate at 7/1/02 of 1,245,000.

Item 2. The Department is unable to explain the variance due to employee turnover. The previous data appears to be overstated.

Item 4. The Department is unable to explain the variance due to employee turnover. The previous data appears to reflect programs as well as boards and commissions administratively assigned to DCCA.

Item 5. Variance resulted from position vacancies pending recruitment and filling, recruitment difficulties, or hiring restrictions.

Part IV – PROGRAM ACTIVITIES

Item 5. The Office of Administrative Hearings has no control over the number of requests for educational guidance. Since the base is small any deviation will exceed the 10% threshold.

PROGRAM TITLE:

PROGRAM-ID:

PROGRAM STRUCTURE NO: 1002

VARIANCE REPORT

REPORT V61

11/24/03

ENFORCEMENT OF INFORMATION PRACTICES

LTG - 105

[illegible]

VARIANCE REPORT NARRATIVE
FY 03 and FY 04

PROGRAM TITLE: Enforcement of Information Practices

Program Structure: 10 02
Program ID: LTG-105

Part I – EXPENDITURES AND POSITIONS

Part III – PROGRAM TARGET GROUPS

Part II – MEASURES OF EFFECTIVENESS

Part IV – PROGRAM ACTIVITIES

General Note: The difference between the planned and actual numbers is likely primarily due to a lack of understanding by the present director and staff of the specific tasks and activities which the person or persons who created the description of the program activities intended to be included in that program activities. For instance, with respect to program activity 4, "COMPLAINTS AND COMMENTS SOLICITED/RECD FROM PUBLIC," the Office of Information Practices does not maintain records by such category, and no legend or other definition of the program activities could be located. Accordingly, we included, within the described program activity, telephone inquiries from members of the public regarding alleged non-compliance by government agencies, requests for assistance and opinions initiated by members of the public, and correspondence from members of the public relating to alleged non-compliance by government agencies. With our definition of program activity 4, we determined that the actual number of "COMPLAINTS AND COMMENTS SOLICITED/RECD FROM PUBLIC" received during FY03 was 1013, over 630 more than the planned number. Given that the level of inquiries to this office by members of the public regarding alleged non-compliance has remained relatively consistent, it seems apparent that we are interpreting the activity "COMPLAINTS AND COMMENTS SOLICITED/RECD FROM PUBLIC" differently from the person or persons who created the description.

STATE OF HAWAII

PROGRAM TITLE:

LEGAL & JUDICIAL PROTECTION OF RIGHTS

PROGRAM-ID:

PROGRAM STRUCTURE NO: **1003****VARIANCE REPORT**

REPORT V61

11/24/03

	FISCAL YEAR 2002-03				THREE MONTHS ENDED 9-30-03				NINE MONTHS ENDING 6-30-04						
	BUDGETED	ACTUAL	± CHANGE		%	BUDGETED	ACTUAL	± CHANGE		%	BUDGETED	ESTIMATED	± CHANGE		%
PART I: EXPENDITURES & POSITIONS															
RESEARCH & DEVELOPMENT COSTS															
POSITIONS															
EXPENDITURES															
OPERATING COSTS															
POSITIONS	137.0	119.0	-	18.0	13	137.0	121.0	-	16.0	12	137.0	137.0			
EXPENDITURES	9,707	10,182		475	5	2,428	2,410	-	18	1	8,356	8,364		8	
TOTAL COSTS															
POSITIONS	137.0	119.0	-	18.0	13	137.0	121.0	-	16.0	12	137.0	137.0			
EXPENDITURES	9,707	10,182		475	5	2,428	2,410	-	18	1	8,356	8,364		8	
						FISCAL YEAR 2002-03				FISCAL YEAR 2003-04					
						PLANNED	ACTUAL	± CHANGE		%	PLANNED	ESTIMATED	± CHANGE		%
PART II: MEASURES OF EFFECTIVENESS															
1. # OF CLIENTS PROVIDED EFFECTIVE REPRESENTATION						41,249	46,229	+ 4,980		12	42,074	47,153	+ 5,079		12

Intermediate Level Program
No Narrative
(See Lowest Level Programs for Explanation of Variances)

PROGRAM STRUCTURE NO: 100301

LEGAL ASSISTANCE IN CRIMINAL ACTIONS

11/24/03

		FISCAL YEAR 2002-03				THREE MONTHS ENDED 9-30-03				NINE MONTHS ENDING 6-30-04				
		BUDGETED	ACTUAL	± CHANGE	%	BUDGETED	ACTUAL	± CHANGE	%	BUDGETED	ESTIMATED	± CHANGE	%	
PART I: EXPENDITURES & POSITIONS														
RESEARCH & DEVELOPMENT COSTS POSITIONS EXPENDITURES														
OPERATING COSTS POSITIONS EXPENDITURES														
		83.0	73.0	-	10.0	12	83.0	76.0	-	7.0	8	83.0	83.0	
		7,511	7,869		358	5	1,806	1,806				6,299	6,299	
TOTAL COSTS POSITIONS EXPENDITURES		83.0	73.0	-	10.0	12	83.0	76.0	-	7.0	8	83.0	83.0	
		7,511	7,869		358	5	1,806	1,806				6,299	6,299	
						FISCAL YEAR 2002-03				FISCAL YEAR 2003-04				
						PLANNED	ACTUAL	± CHANGE	%	PLANNED	ESTIMATED	± CHANGE	%	
PART II: MEASURES OF EFFECTIVENESS														
1. # OF CLIENTS PROVIDED EFFECTIVE REPRESENTATION						41,249	46,229	+ 4,980	12	42,074	47,153	+ 5,079	12	
PART III: PROGRAM TARGET GROUP														
1. INDIGENTS REQUIRING SERVICES FOR FELONY CASES						6,284	6,208	- 76	1	6,410	6,332	- 78	1	
2. INDIGENTS REQUIRING SVS FOR MISDEMEANOR CASES						24,117	27,295	+ 3,178	13	24,599	27,841	+ 3,242	13	
3. INDIGENTS REQUIRING SERVICES FOR APPEALS CASES						119	119			121	121			
4. INDIGENTS REQUIRING SVCS FOR MENTAL COMMIT CASES						214	211	- 3	1	218	215	- 3	1	
5. INDIGENTS REQ SVCS FOR FAMILY COURT CASES						10,669	9,985	- 684	6	10,882	10,185	- 697	6	
6. INDIGENTS REQ SVCS FOR PRISON CASES						2,430	2,411	- 19	1	2,479	2,459	- 20	1	
PART IV: PROGRAM ACTIVITIES														
1. CASES ACCEPTED - FELONY CASES						5,462	5,479	+ 17		5,571	5,589	+ 18		
2. CASES ACCEPTED - MISDEMEANOR CASES						23,242	26,409	+ 3,167	14	23,707	26,937	+ 3,230	14	
3. CASES ACCEPTED - FAMILY COURT CASES						9,794	9,050	- 744	8	9,990	9,231	- 759	8	
4. CASES ACCEPTED - APPEAL CASES						107	119	+ 12	11	109	121	+ 12	11	
5. CASES ACCEPTED - MENTAL COMMITMENT CASES						214	211	- 3	1	218	215	- 3	1	
6. CASES ACCEPTED - PRISON CASES						2,430	2,411	- 19	1	2,479	2,459	- 20	1	

Variance Report Narrative
FY 2003 and FY 2004

10 03 01
BUF 151

PROGRAM TITLE: LEGAL ASSISTANCE IN CRIMINAL ACTIONS

Part I - EXPENDITURES AND POSITIONS

FY 2002-03

Variance in expenditures and positions during FY 03 was primarily due to vacant positions and collective bargaining allocations.

FY 2003-04

The Office is working to fill vacant positions by the fiscal year end. For the remainder of FY 04, we are anticipating to expend funds as planned.

Part II - MEASURES OF EFFECTIVENESS

FY 2002-03 and FY 2003-04

The variance reflects the unpredictability in the annual number of indigent persons who require legal services in criminal cases.

Part III - PROGRAM TARGET GROUPS

FY 2002-03

The actual number of indigents requiring services for felony, appeals, mental commitment, family court, and prison program target groups 1,3,4,5, and 6 were substantially as planned. The variance in the number of indigents requiring services for misdemeanor cases target group 2, reflects the unpredictability of the variables that determines program target groups.

FY 2003-04

The variance reflects the unpredictability of the variables that determine program target groups. No reliable method has been devised to accurately predict how many indigent persons will require legal services in criminal cases, nor the types of cases or services they will require.

IV - PROGRAM ACTIVITIES

FY 2002-03

The actual number of cases accepted for felony, family court, mental commitment and prison program activities 1,3, 5, and 6 were substantially as planned. The variance in the number of cases accepted for services in misdemeanor and appeals cases, program activities 2 and 4, reflects the unpredictability of the variables that determine program activities.

FY 2003-04

The variance reflects the unpredictability of the variables that determine program activities. No reliable method has been devised to accurately predict how many indigent persons will require legal services in criminal cases, nor the types of cases or services they will require.

STATE OF HAWAII

PROGRAM TITLE:

CONVEYANCES AND RECORDINGS

PROGRAM-ID:

LNR - 111

PROGRAM STRUCTURE NO: 100303

VARIANCE REPORT

REPORT V61

11/24/03

	FISCAL YEAR 2002-03				THREE MONTHS ENDED 9-30-03				NINE MONTHS ENDING 6-30-04				
	BUDGETED	ACTUAL	± CHANGE	%	BUDGETED	ACTUAL	± CHANGE	%	BUDGETED	ESTIMATED	± CHANGE	%	
PART I: EXPENDITURES & POSITIONS													
RESEARCH & DEVELOPMENT COSTS POSITIONS EXPENDITURES													
OPERATING COSTS POSITIONS EXPENDITURES													
TOTAL COSTS POSITIONS EXPENDITURES													
	53.0	45.0	-	8.0	15	53.0	44.0	-	9.0	17	53.0	53.0	
	2,101	2,231		130	6	605	587	-	18	3	1,979	1,987	
												8	
	53.0	45.0	-	8.0	15	53.0	44.0	-	9.0	17	53.0	53.0	
	2,101	2,231		130	6	605	587	-	18	3	1,979	1,987	
												8	
					FISCAL YEAR 2002-03				FISCAL YEAR 2003-04				
					PLANNED	ACTUAL	± CHANGE	%	PLANNED	ESTIMATED	± CHANGE	%	
PART II: MEASURES OF EFFECTIVENESS													
1. NO. DAYS BETWN RECORDING & COMPLETION - REG SYS					10	21	+	11	110	10	35	+	25
2. NO. DAYS BETWN RECORDING & COMPLETION - LAND COURT					28	56	+	28	100	28	84	+	56
3. NO. DAYS BETWEEN REQUEST & COMPLETION-CERT COPIES					1	2	+	1	100	1	2	+	1
4. # DAYS BETW REQ & COMPL OF REC SEARCHES- UCC					1	2	+	1	100	1	2	+	1
5. # DAYS BETW DOC SEARCH/COPY REQUEST & COMPLETION					1	2	+	1	100	1	2	+	1
PART III: PROGRAM TARGET GROUP													
1. NO. OF DOCUMENTS RECORDED - REG SYS					205,000	254,255	+	49,255	24	205,000	280,000	+	75,000
2. NO. OF DOCUMENTS RECORDED - LAND COURT					105,000	131,662	+	26,662	25	105,000	175,000	+	70,000
3. LAND COURT CERTIFICATES OF TITLES ISSUED					30,000	35,267	+	5,267	18	30,000	35,500	+	5,500
4. LAND COURT ORDERS RECORDED					3,800	5,118	+	1,318	35	3,800	5,200	+	1,400
5. MAPS FILED - LAND COURT & REGULAR SYSTEM					175	222	+	47	27	175	180	+	5
6. COPIES REQUESTED - LAND COURT & REG					140,000	162,305	+	22,305	16	140,000	165,000	+	25,000
7. UCC RECORD SEARCHES REQUESTED					500	548	+	48	10	500	500		
PART IV: PROGRAM ACTIVITIES													
1. CERTIFIED COPIES PROCESSED					133,000	145,604	+	12,604	9	133,000	160,000	+	27,000
2. NO. OF DOCUMENTS PROCESSED - REGULAR SYSTEM					130,000	254,255	+	124,255	96	130,000	280,000	+	150,000
3. NO. OF DOCUMENTS PROCESSED - LAND COURT					95,000	117,549	+	22,549	24	95,000	120,000	+	25,000
4. LAND COURT ORDERS PROCESSED					2,500	3,686	+	1,186	47	2,500	3,680	+	1,180
5. LAND COURT CERTIFICATES OF TITLES PRODUCED					25,000	32,859	+	7,859	31	25,000	33,000	+	8,000
6. UCC RECORD SEARCHES PROCESSED					500	548	+	48	10	500	500		
7. MAPS PROCESSED - LAND COURT & REGULAR SYSTEM					175	222	+	47	27	175	180	+	5

VARIANCE REPORT NARRATIVE
FY 2003 and FY 2004

10 03 03
LNR 111

PROGRAM TITLE: CONVEYANCES AND RECORDING

Part I - EXPENDITURES AND POSITIONS

FY02-03 - Variance in expenditures was due to the volume of recordings from real estate sales and refinancings generated by low interest rates which required staff to incur substantial overtime to address the daily workload. In addition, costs to maintain the Bureau's new computer system were higher than projected.

FY03-04 - The volume of recordings have continued into the first quarter with limited staff to handle the daily recordings. Vacancies are under recruitment to be filled. The Bureau is also working closely with ICSD to share costs in upgrading its hardware.

Part II - MEASURES OF EFFECTIVENESS

Vacancies and exceptionally heavy workloads have resulted in an increase in the turnaround time for processing Regular System documents and certifying Land Court documents. Staffing in these areas has been redirected to ensure daily recordings are addressed in a timely manner.

Part III - PROGRAM TARGET GROUP

In FY03 the Bureau recorded over 391,000 documents, an increase of 60,600 documents from FY02. The activity in the real estate market was reflected in increases of other related filings, search requests, and copies of

recorded documents.

Part IV - PROGRAM ACTIVITIES

The Bureau's computer system is fully operational with internet access to digitized information. The public is able to retrieve indexes of recorded information and purchase copies of recorded documents online. The actual figures in Part IV reflect increased activity in the processing of documents, maps, Certificates of Title, searches, and certified copies. It is estimated that program activities in FY04 will continue to increase.

STATE OF HAWAII

PROGRAM TITLE:

PROGRAM-ID:

PROGRAM STRUCTURE NO: 100304

VARIANCE REPORT

COMMISSION ON THE STATUS OF WOMEN

LTG - 888

REPORT V61

11/24/03

	FISCAL YEAR 2002-03				THREE MONTHS ENDED 9-30-03				NINE MONTHS ENDING 6-30-04					
	BUDGETED	ACTUAL	± CHANGE	%	BUDGETED	ACTUAL	± CHANGE	%	BUDGETED	ESTIMATED	± CHANGE	%		
PART I: EXPENDITURES & POSITIONS														
RESEARCH & DEVELOPMENT COSTS POSITIONS EXPENDITURES														
OPERATING COSTS POSITIONS EXPENDITURES	1.0 95	1.0 82	- 13	14	1.0 17	1.0 17			1.0 78	1.0 78				
TOTAL COSTS POSITIONS EXPENDITURES	1.0 95	1.0 82	- 13	14	1.0 17	1.0 17			1.0 78	1.0 78				
					FISCAL YEAR 2002-03				FISCAL YEAR 2003-04					
					PLANNED	ACTUAL	± CHANGE	%	PLANNED	ESTIMATED	± CHANGE	%		
PART II: MEASURES OF EFFECTIVENESS														
1. #WOMEN ON STATE BOARDS & COMMISSIONS AS % TOTAL					40	45	+	5	13	40	45	+	5	13
2. % INCREASE USE SVCS DOMESTIC VIOLENCE-SEX ASSAULT					20	30	+	10	50	9	30	+	21	233
3. # LAWS RE WOMENS ISSUES ENACT/REVISE AS % ADVOCATE					20	35	+	15	75	20	35	+	15	75
4. % OF STATE POPULATION REACHED BY COMM PROGS					75	75				75	75			
PART III: PROGRAM TARGET GROUP														
1. TOTAL STATE POPULATION (000)					1,211	2,000	+	789	65	1,367	2,000	+	633	46
2. TOTAL STATE FEMALE POPULATION (000)					605	1,000	+	395	65	695	1,000	+	305	44
3. WOMEN IN LABOR FORCE (000) (AVG)					287	300	+	13	5	300	300			
4. FEMALES BETWEEN AGES 15 TO 64 (000)					394	400	+	6	2	400	400			
5. FEMALES 65 AND OVER (000)					89	100	+	11	12	90	100	+	10	11
PART IV: PROGRAM ACTIVITIES														
1. #OF INTERORGANIZATION/AGENCY MEETINGS					360	300	-	60	17	300	300			
2. # OF EDUC/INFO MATERIALS PRODUCED/CIRCULATED					460,000	420,000	-	40,000	9	400,000	400,000			
3. # OF BILLS RESEARCH, INITIATE, DRAFT OR SUPPORT					70	97	+	27	39	50	100	+	50	100
4. #WOMEN SOLICITED FOR STATE BOARDS & COMMISSIONS					200	100	-	100	50	200	100	-	100	50
5. # VOLUNTEERS PARTICIPATING IN PROJS/EVENTS					200	1,500	+	1,300	650	200	1,500	+	1,300	650
6. # PROJ/EVENTS INITIATED,CO-SPONSORED OR SUPPORTED					200	1,000	+	800	400	200	1,000	+	800	400
7. # NATL & INTL TECH ASSIST/INFO CONTACTS					200	200				200	200			
8. # SPEAKING ENGAGEMENTS BY COMMISSIONERS & STAFF					36	40	+	4	11	36	40	+	4	11

**VARIANCE REPORT NARRATIVE
FY 03 AND FY 04**

PROGRAM TITLE: HAWAII STATE COMMISSION ON THE STATUS OF WOMEN

10 03 04
LTG 888

Part I – EXPENDITURES AND POSITIONS

No significant variance.

Part II – MEASURES OF EFFECTIVENESS

During the 2003 Regular Legislative Session, 19 House Bills and 24 Senate Bills which directly impact women and children were passed. The Commission as co-chair of the Hawaii Women's Coalition helped to pass a majority of the bills through active participation in the legislative process and education of the public and interested organization and individuals. The Commission and the Hawaii Women's Coalition worked closely with the non-partisan Women's Legislative Caucus on a package of bills in the areas of economic security, health, long term care, welfare reform and women in corrections. The number of women seeking domestic violence or sexual assault services is estimated to increase due to the unstable economy and increase in availability and usage of drugs, primarily crystal methamphetamine (ice). Unemployment and uncertain futures lead to additional stressors in families and can lead to increases in violence.

Part III- PROGRAM TARGET GROUP

No significant variance.

Part IV – PROGRAM ACTIVITIES

The level of activities continues to increase substantially due to the continued participation between Commissioners, Executive Director, Legislative Caucus, County Committees on the Status of Women, women's organizations, health care providers, business community, advocates and interested individuals in issues related to improving the lives of women and girls. Women's Health Month in September continues to grow, with nearly 1,000 events on all islands in 2003. The Calendar of Events reached over 420,000 people in Hawaii. The Commission is increasing its effectiveness in building public and private partnerships by broadening its reach by using computer based technologies to communicate with individuals and organizations.

The number of volunteers rose substantially primarily due to more volunteers and participants for Women's Health Month. The estimated number of women solicited to be on boards and commissions is fluctuating with new appointments when terms expire.

